California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
December 2017

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Communications Industry during the month of **December 2017**, broken down by the type of the contact (i.e. Category).

Table 1 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Billing			LifeLine			Not Regulated - No Jurisdiction			Policy & Practices			Public Purpose Programs			Rates			Service			Unknown/ Pending Assignment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
DVS1139	8x8, Inc.	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CEC3085	Accessible Wireless, LLC	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6346, IEC6346	Advanced Solutions	10	-	**10**	-	-	**-**	5	-	**5**	-	-	**-**	-	-	**-**	-	-	**-**	7	-	**7**	1	-	**1**	**23**
CER4451	Air Voice Wireless, LLC	-	-	**-**	1	4	**5**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**5**
CER4458	AmeriMex Communications Corp.	-	-	**-**	1	5	**6**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**6**
CLC1001, LEC1001	AT&T California	38	32	**70**	3	17	**20**	22	27	**49**	4	6	**10**	-	-	**-**	-	-	**-**	35	19	**54**	10	-	**10**	**213**
CEC3014, CEC3021	AT&T Mobility	9	21	**30**	-	-	**-**	6	4	**10**	1	3	**4**	-	-	**-**	-	-	**-**	3	3	**6**	2	1	**3**	**53**
CLC7118, CRC7118	Birch Communications	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6878, CLR6878, IEC6878	Charter	6	2	**8**	-	-	**-**	1	1	**2**	-	1	**1**	-	-	**-**	-	-	**-**	2	1	**3**	3	-	**3**	**17**
DVS1208	Charter Advanced Services (CA), LLC	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	-	2	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CLC5698, IEC5698	Comcast Digital Phone	1	2	**3**	1	-	**1**	3	3	**6**	-	-	**-**	-	-	**-**	-	-	**-**	1	1	**2**	-	-	**-**	**12**
CER4508	Comcast OTR1, LLC	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC1015, LEC1015	Consolidated Communications	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	2	3	**5**	-	-	**-**	2	4	**6**	1	1	**2**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**14**
CLR5233, IEC5233	CREDO; Working Assests Long Distance	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**2**
IEC6226	Earthlink Business, LLC	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4436	enTouch	-	-	**-**	2	-	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CLC1002, LEC1002	Frontier California, Inc.	13	15	**28**	1	3	**4**	14	13	**27**	1	3	**4**	-	-	**-**	-	-	**-**	9	7	**16**	2	-	**2**	**81**
CLC5429, IEC5429	Frontier Communications of America, Inc.	-	-	**-**	-	-	**-**	3	-	**3**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**4**
LEC1026	Frontier Communications of the Southwest, Inc.	-	2	**2**	-	-	**-**	1	-	**1**	-	1	**1**	-	-	**-**	-	-	**-**	1	1	**2**	-	-	**-**	**6**
CLR6914	Global Connect Telecommunications, Inc.	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6842, IEC6842	Granite Telecommunications, LLC	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
IER7126	GTC Communications	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4372	I-Wireless, LLC	-	-	**-**	1	2	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
CER4442	Life Wireless	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CRTLLA	Lifeline Administrator	-	-	**-**	50	131	**181**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**181**
CEC3079	MetroPCS	-	-	**-**	-	-	**-**	2	-	**2**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
CLC6005, IEC6005	Peak Communications	2	-	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**

Utility Code	Utility Name	Billing			LifeLine			Not Regulated - No Jurisdiction			Policy & Practices			Public Purpose Programs			Rates			Service			Unknown/ Pending Assignment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC7060	Race Telecommunications, Inc.	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
IER6217	Sebastian	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC7002, CLR7002	Sonic Telecom, LLC	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**2**
CLC7005, IER7055	Southern California Telephone Company	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CEC3062, CEC3064, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	9	8	**17**	-	-	**-**	4	3	**7**	1	-	**1**	-	-	**-**	-	-	**-**	4	2	**6**	-	-	**-**	**31**
CER4380	Surelink Mobile; TruConnect	-	-	**-**	1	3	**4**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**4**
CER4411	Tag Mobile, LLC	-	-	**-**	-	2	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	1	1	**2**	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**4**
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	-	2	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**3**
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	6	6	**12**	-	1	**1**	9	9	**18**	1	1	**2**	-	-	**-**	-	-	**-**	3	4	**7**	6	-	**6**	**46**
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	4	6	**10**	-	1	**1**	2	1	**3**	1	-	**1**	-	-	**-**	-	-	**-**	1	-	**1**	-	2	**2**	**18**
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	-	1	**1**	1	7	**8**	2	2	**4**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**14**
CER4439	Verizon California, Inc.	1	-	**1**	-	-	**-**	1	-	**1**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
CLC5494, IEC5494	Verizon Select Services, Inc.	3	-	**3**	-	-	**-**	2	-	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**5**
CEC3002, CEC3029, CEC3038	Verizon Wireless	8	9	**17**	-	-	**-**	-	2	**2**	-	-	**-**	-	-	**-**	1	-	**1**	1	2	**3**	-	-	**-**	**23**
CER4327	Virgin Mobile; Assurance Wireless	-	-	**-**	3	10	**13**	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**15**
LEC1019	Volcano Telephone Company	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
DVS1135	Vonage America, Inc.	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**1**
CLC5553, IEC5553	XO Communications Services	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
	Total	116	120	**236**	68	189	**257**	82	71	**153**	12	17	**29**	-	-	**-**	1	-	**1**	71	43	**114**	24	3	**27**	**817**